

GRIEVANCE & COMPLAINT RESOLUTION POLICY

AIMS

This policy aims to provide an accessible and simple process for the resolution of grievances and complaints for all members of the Catholic Regional College Caroline Springs community.

A grievance or complaint may include a concern about curriculum, student wellbeing, student behaviour or other matter. It does not cover concerns of a criminal nature.

It aims to foster positive school relationships so that complaints are resolved and that relationships are restored.

STATEMENT OF OUR COMMITMENT

Catholic Regional College Caroline Springs is committed to a Restorative Practice approach to resolving issues, grievances, complaints and conflict.

It is important to receive feedback about positive relationships and to clarify or resolve complaints which any member of the community may make.

In responding to concerns, it is the aim of the College to value and respect each individual and their relationships and to endeavour to restore relationships that have been affected.

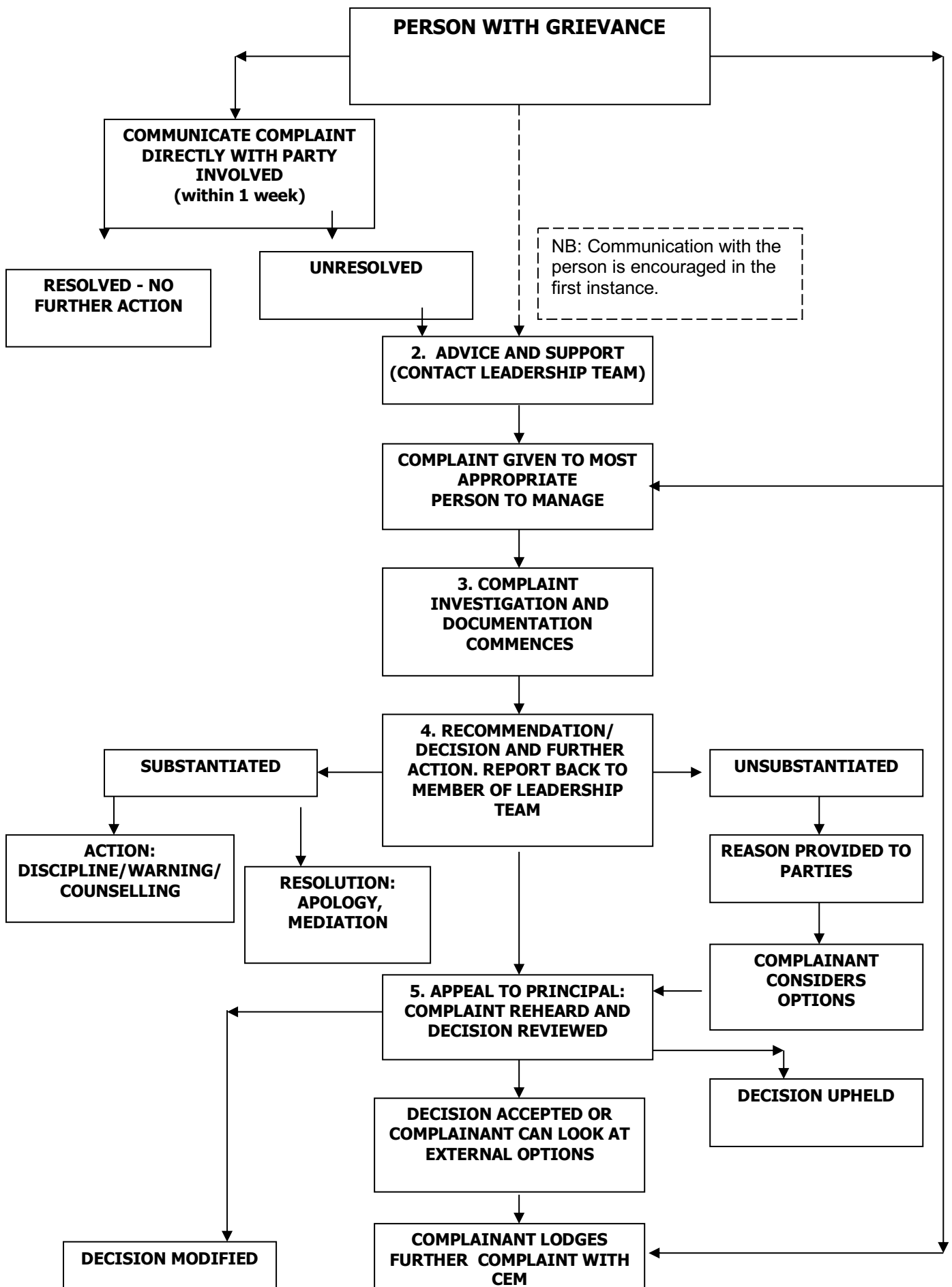
As a community we recognise the importance of good communication and that talking with the person concerned is the first step in resolving issues.

GUIDING PRINCIPLES & STRATEGIES

- The complaint is addressed quickly and as close to the source of the issue as possible. This enables discussion to clarify concerns and viewpoints including teaching and learning concerns.
- The complaint is addressed in a confidential manner.
- That natural justice is observed in resolving the complaint. If a complaint is made, the person has a right to be advised of the complaint and that there is procedural fairness.

A person with a grievance making a complaint or responding to a complaint will not be treated less favorably or detrimentally.

PROCESS FOR RESOLVING COMPLAINTS & GRIEVANCES



TIMELINE FOR DEALING WITH GRIEVANCES & COMPLAINTS

The College is committed to resolving issues as quickly as practicable. The College will endeavour to process complaints in accordance with the flow chart in this document and the following timeline:

- Step 1: within 1 week
- Step 2-3: within 2 weeks
- Step 4: within 3 weeks
- Step 5: within 4 weeks

Once a complaint has been received the Leadership Team/Principal/Deputy Principal will appoint an investigator who is determined to be the most appropriate person due to the nature of the complaint. The investigator will contact the complainant as the investigation occurs. Where the matter is of an urgent nature, that is, where there is immediate risk to an individual's safety or wellbeing, the matter will be dealt with immediately.

SUPPORT THROUGH THE PROCESS

The investigator will act in a fair and impartial manner. Both parties are entitled to have a person with them at any meetings.

DOCUMENTATION

It is important that appropriate documentation be kept with regards to resolving the complaint and outcome for the benefit of all parties. The investigator will keep notes of the investigation including any meetings held. The outcome of the investigation, including the recommendation/s, reason for significant decisions and resolution will be documented and kept on file.

Files will be confidential. Copies of the resolution of the complaint will be provided to either party on request. The documentation will be kept in a staff file for the time that the staff member is employed at the College and in a student/family file for up to seven years after the student leaves the College. Documentation will not be forwarded to any other College or used outside of the organisation unless subpoenaed by the Courts.